

EZ Talk Communications, L.L.C.

TARIFF FOR LOCAL TELECOMMUNICATIONS SERVICES

WITHIN THE STATE OF ARIZONA

This Tariff describes generally the regulations and rates applicable to the provision of Local Telecommunications Services between points within the State of Arizona. Service is provided by EZ Talk Communications, L.L.C., with principal offices at 4727 South Main, Stafford, Texas 77477. This Tariff is governed and interpreted according to the laws of the State of Arizona and is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued: June 25, 2001

Eileen Singleton, Compliance Officer
4727 South Main
Stafford, Texas 77477
(281) 274-7785

Effective: **7-25-01**
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TARIFF FORMAT

Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.

Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.

Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:

2
2.1
2.1.1
2.1.1.1

Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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CHECK SHEET

Sheets 1 through 149 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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2. SYMBOLS USED IN TARIFF FILINGS**General**

The following symbols will be utilized for all alterations of material within the Tariff Schedule:

- C** - To signify a changed regulation
- D** - To signify a discontinued rate or regulation
- I** - To signify an increase in a rate
- M** - To signify text or rates relocated without change
- N** - To signify a new rate or regulation or other text
- R** - To signify a reduction in a rate
- S** - To signify reissued regulations
- T** - To signify a change in text but no change in rate or regulation
- Z** - To signify a correction

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ORIGINAL**3. DEFINITION OF TERMS****ACCESS LINE**

A central office circuit or channel that provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the Customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

BASIC LOCAL LINE SERVICE

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

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ORIGINAL**3. DEFINITION OF TERMS****BUILDING (Same)**

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

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ORIGINAL**3. DEFINITION OF TERMS****CIRCUIT**

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

CLASS OF SERVICE

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

COMMUNICATIONS SYSTEMS

Channels and other facilities that are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

COMPANY

EZ Talk Communications, L.L.C. d/b/a EZ Talk

COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT

A tubular runway for cable facilities

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

CONNECTION CHARGE

See "Service Charges."

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ORIGINAL**3. DEFINITION OF TERMS****CONSTRUCTION CHARGE**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

CONTRACT PERIOD

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

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3. DEFINITION OF TERMS**CUSTOMER PREMISES INSIDE WIRE**

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a Customer, that may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

CUSTOMER TROUBLE REPORT

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARICATION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DIRECTORY

A book that typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

3. DEFINITION OF TERMS**DIRECTORY ASSISTANCE SERVICE**

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE

The written notice sent to a Customer following billing, notifying the Customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

E911 SERVICE

See Emergency Number Service.

EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

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ORIGINAL**3. DEFINITION OF TERMS****ENTRANCE FACILITIES**

Facilities extending from the point of entrance on private property to the premise on which service is furnished.

EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

- (a) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

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3. DEFINITION OF TERMS**IDENTIFICATION NUMBER**

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INITIAL SERVICE PERIOD

The minimum period of time, for which service is provided, which is typically one month unless otherwise specified in the Tariff

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

INTEREXCHANGE PRIVATE LINE

A communication path between two or more serving areas not connected for exchange telephone service.

INTERFACE

- (a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

ORIGINAL**3. DEFINITION OF TERMS****INTRALATA**

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LINE

See "Access Line."

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel that connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

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ORIGINAL**3. DEFINITION OF TERMS****LOCAL EXCHANGE SERVICE**

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished Customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

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3. DEFINITION OF TERMS**MESSAGE**

A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

NUMBER PORTABILITY

The ability of end users to retain their geographic or non-geographic telephone number when they change service provider, location or their service.

OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

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3. DEFINITION OF TERMS**PERMANENT DISCONNECT**

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the Customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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3. DEFINITION OF TERMS**PRIMARY TERMINATION**

Applies to channels that extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a Customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a Customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE

The channels furnished to a Customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

3. DEFINITION OF TERMS**PUBLISHED TELEPHONE NUMBER**

A number that appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

RESIDENTIAL SERVICE

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

SERVING CENTRAL OFFICE

The central office from which a Customer's telephone service is normally provided.

STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

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3. DEFINITION OF TERMS**SUPERSEDURE OF SERVICE**

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUSPENSION OF SERVICE

An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Tariff.

TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

ORIGINAL**3. DEFINITION OF TERMS****TERMINATION AGREEMENT**

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

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3. DEFINITION OF TERMS**VOICE GRADE FACILITY**

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of Customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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4. GENERAL RULES AND REGULATIONS**ORIGINAL****4.1 GENERAL APPLICATION****4.1.1 Description and Areas of Operation**

- A. This Tariff describes generally the regulations and rates applicable to the provision of Telecommunications Services for residential and business customers between points within the State of Arizona. This Tariff is governed and interpreted according to the laws of Arizona and is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business.
- B. EZ Talk Communications, L.L.C. ("Company") is a telecommunications service provider providing telecommunications service in the areas certificated to the Company by the Arizona Corporation Commission.
- C. Headquarters for the Company are located at:

4727 South Main
Stafford, Texas 77477

Company representatives may be contacted at 281-274-7701

D. Areas of Operation

Service will be provided in the following exchanges within the State of Arizona:

In the Qwest territory, the Company's serving territory includes the local exchanges and their corresponding local calling areas found in Qwest's "US West Communications – Arizona Exchange and Network Services Tariff."

In the Verizon territory, the Company's serving territory includes the local exchanges and their corresponding local calling areas concur with the Verizon, Inc. – California "General Exchange Tariff."

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ORIGINAL**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)**

- 4.1.2** The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 4 of this Tariff.
- 4.1.3** Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 4.1.4** Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

4.2 ESTABLISHING SERVICE (SERVICE OFFERING TO BE DETERMINED)**4.2.1 Availability of Facilities**

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
- B. The Company shall not be liable for failure to furnish service.
- C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

4.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application is accepted, in cases where a deposit is not collected. Any required advanced payment would equal the applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.

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4. GENERAL RULES AND REGULATIONS**4.2 ESTABLISHING SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****4.2.3 Cancellation or Change in Application for Service**

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Minimum Service Charge may apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

4.2.4 Refusal of Service

- A. Grounds for Refusal of Service:
 - 1. The Company may refuse to serve an Applicant for any one of the following reasons:
 - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
 - b. In extraordinary circumstances where an Applicants unlimited access to the network may result in substantial loss of revenue to the Company.
 - c. For refusal to make a deposit or advanced payment if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.

- B. Applicant's Recourse

In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.

4.2.5 Transfer, Assignment, or Supersedure of Service

Service previously furnished to one (1) Customer may not be assumed by a new Customer without lapse in the rendition of service. The new Customer must execute a new service agreement subject to the provisions of this Tariff.

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4. GENERAL RULES AND REGULATIONS**4.2 ESTABLISHING SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****4.2.6 Minimum Service Periods**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one (1) month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty (30) days.

4.2.7 Priority of Establishment of Service

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

4.3 FURNISHING OF SERVICE**4.3.1 Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

4.3.2 Company Facilities at Hazardous or Inaccessible Locations

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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4. GENERAL RULES AND REGULATIONS**4.3 FURNISHING OF SERVICE (Cont'd)****4.3.3 Protective Equipment**

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions of Section 10 of this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

4.3.4 Telephone Numbers

- A. Telephone numbers may be retained by the Customers as long as the Customer maintains active service within the number portability calling area. The Company reserves the right to change the central office name associated with such numbers assigned to the Customer whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.
- C. Telephone numbers assigned to Customers during the implementation of new service are not guaranteed to the Customer until the number has been physically installed.

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4. GENERAL RULES AND REGULATIONS**4.3 FURNISHING OF SERVICE (Cont'd)****4.3.5 Classifications of Service****A. Basis for Classification**

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

- D. Changes in classification between residence to business service may be made without change in telephone number if the Customer so desires.

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4. GENERAL RULES AND REGULATIONS**4.3 FURNISHING OF SERVICE (Cont'd)****4.3.6 Installation, Maintenance, and Repair of Facilities**

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found.

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ORIGINAL**4. GENERAL RULES AND REGULATIONS****4.3 FURNISHING OF SERVICE (Cont'd)****4.3.7 Work Performed Outside Regular Working Hours**

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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4. GENERAL RULES AND REGULATIONS**4.4 USE OF SERVICE AND FACILITIES****4.4.1 Use of Service**

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
 - 1. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
 - 2. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the Customer's usage or that of any Authorized Users and regardless of whether such Authorized Users have paid the Customer for their share of the Company's charges.

4.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

4.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

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4. GENERAL RULES AND REGULATIONS**4.4 USE OF SERVICE AND FACILITIES (Cont'd)****4.4.4 Unlawful, Abusive, or Fraudulent Use of Service**

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others.

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4. GENERAL RULES AND REGULATIONS**4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (SERVICE OFFERING TO BE DETERMINED)****4.5.1 Discontinuance of Service****A. Non-payment Service Interruption**

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. No Local Service shall be disconnected for non-payment of Local Service Charges until at least twenty nine (29) days from the date of the bill.
2. No Local Service can be disconnected for non-payment of Local Service Charges unless the service provider has given the affected Customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
 - a. The final payment date of the amount due;
 - b. The reason for the disconnection, including the unpaid balance due;
 - c. A telephone number which the Customer may call for information about the proposed disconnection; and
 - d. The procedure for medical emergencies as hereinafter described.
3. If contact with the Customer was not previously made and notice of the disconnection was by mail or by leaving it at the premise, the service provider must make a good faith effort to contact the Customer at least two (2) days before the proposed disconnection.
4. If a Customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

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4. GENERAL RULES AND REGULATIONS**4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**
(SERVICE OFFERING TO BE DETERMINED)**4.5.1 Discontinuance of Service (Cont'd)****B. Disconnection With Notice**

Telephone service may be disconnected after proper notice for any of the following reasons:

1. Failure to pay a delinquent account.
2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements where required.
4. Failure to pay the account of another Customer as guarantee thereof.

C. Telephone service may be disconnected without notice under either of the following conditions:

1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.
2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.

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4. GENERAL RULES AND REGULATIONS**4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**
(SERVICE OFFERING TO BE DETERMINED)**4.5.1 Discontinuance of Service (Cont'd)****D. Disconnection on Holidays or Weekends**

Unless a dangerous condition exists or unless the Customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting services.

4.5.2 Termination of Service**A. Termination of Service by the Company**

1. When the service is terminated on the initiative of the Company because of violation of its regulations by the Customer, the regulations stipulated in the paragraph below for termination of service by the Customer apply.
2. Should service be terminated for nonpayment of charges, restoration of service will be made only as prescribed in Section 4.5.3 of this Tariff.

B. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the Customer to the Company. Upon such termination, the Customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges, if any.

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4. GENERAL RULES AND REGULATIONS**4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**
(SERVICE OFFERING TO BE DETERMINED)**4.5.3 Restoration of Service**

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 5 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

4.6 CUSTOMER RELATIONS**4.6.1 General**

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.1 General (Cont'd)**

- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his/her rights as a Customer. This information shall inform the Customer concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints, supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

4.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within thirty (30) days of the results thereof.
- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.3 Applicant or Customer Deposit (SERVICE OFFERING TO BE DETERMINED)****A. Definition of Applicant and Customer**

For purposes of this subsection, an Applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service or has received service in the past.

B. Establishment of Credit

The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.

C. Interests on Deposits

The Company shall pay interest on deposits at a rate not to exceed the rate established by the Commission. Interest on deposits shall accrue annually and shall be credited annually, calculated to December 1 of each year for the time such deposit was held by the Company.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.3 Applicant or Customer Deposit (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****D. Deposit Required**

1. The required initial deposit shall be at the Company's discretion but shall not exceed the amount of an estimated bill for two (2) regular billing periods, or in the case of a Customer whose bills are payable in advance shall not exceed an estimated bill for one (1) regular billing period, plus two (2) months estimated toll.
2. An additional deposit may be required from a Customer when excessive toll occurs and there is a known credit risk, either upon written notice or verbal notification subsequently confirmed in writing. If the deposit requirement is not met, toll restriction may be applied where technically available.

E. Information Provided With Deposits

At the time a deposit is required, the Company shall provide written information about deposits to Applicants for, or Customers of, business or residential service. This information will include:

1. the circumstances under which the Company may require a deposit, or request an additional deposit;
2. how a deposit is calculated;
3. the amount of interest paid on a deposit and how this interest is calculated; and
4. the time frame and requirement for return of the deposit to the Customer.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.3 Applicant or Customer Deposit (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****F. Records of Deposits**

1. The Company will keep records to show:
 - a. The name and address of each depositor;
 - b. The amount and date of the deposit; and
 - c. Each transaction concerning the deposit.
2. The Company will issue a receipt of deposit to each Applicant or Customer from whom a deposit is received and will provide means whereby a depositor may establish his claim if the receipt is lost.
3. A record of each unclaimed deposit will be maintained for four (4) years, during which time the Company will make a reasonable effort to return the deposit.

G. Refund of Deposit:

If service is not connected or after disconnection of service, the Company will promptly and automatically refund the Customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.4 Payment for Service (SERVICE OFFERING TO BE DETERMINED)**

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Section 4.5 concerning discontinuance of service.

A. Billing Period and Charges

1. Bills for telephone service will normally be rendered monthly. Bills may be rendered more frequently, however, when it is considered necessary or advisable by the Company. Bills shall show the Company name, toll free contact telephone number, period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same Customer class that the Company may have chosen to transfer from a Customer's prior delinquent account(s). Payment of charges for moves and changes and other Nonrecurring Charges may be required prior to completion.
2. Charges for local services and facilities are payable monthly in advance.
3. Special charges, fees, and taxes - An additional charge shall be added to the Customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, upon approval of the charge by the Commission.
4. The Company will provide the Customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the Customer. The Customer may also choose to receive an itemized breakdown of Local Service Charges monthly that will be provided by the Company at a reasonable charge. Delivery of billing information via electronic or other format other than paper will be supplied at rates and terms to be determined on an individual case basis.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.4 Payment for Service (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****A. Billing Period and Charges (Cont'd)**

5. A Late Payment Charge will be applied to amounts owed to the Company but not received within twenty (20) days of the billing date. The Late Payment Charge will not exceed an amount equal to 5% of the total overdue amount.

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 4.5.3 of this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement that is subject to the provisions of this Tariff.

D. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a Customer so requests. If the Customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice must be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.5 Allowance for Interruptions**

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the Customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund is calculated as follows:

$$\text{Amount of Refund} = \frac{\text{Total Number of Days Interrupted}}{\text{Total Number of Days in Billing Period}} \times \text{Monthly Rate}$$

4.6.6 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The backbilling for both overcharges and undercharges to the Customer shall not exceed twelve (12) months.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the underbilling.

4.6.7 Disputed Bills

- A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed thirty (30) days. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.7 Disputed Bills (Cont'd)

- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any Customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within thirty (30) days of the review, if requested.

4.7 LIABILITY OF THE COMPANY

4.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the Customer for the period of service during which such service irregularities occur and continue.

However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

4. GENERAL RULES AND REGULATIONS**4.7 LIABILITY OF THE COMPANY** (Cont'd)**4.7.2 Use of Facilities of Other Connecting Carriers**

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

4.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.

4.7.4 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise.

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4. GENERAL RULES AND REGULATIONS**4.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS****4.8.1 General**

Arrangements will be developed on a case-by-case basis in response to bona-fide request from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive request may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a nondiscriminatory basis.

4.9 TEMPORARY PROMOTIONAL PROGRAMS**4.9.1 General**

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges to introduce present or potential Customers to a service not previously received by the Customer(s).

4.10 APPLICATION OF RATES**4.10.1 Charges Based on Duration of Use**

Where charges for a service are based on duration of use, i.e. the duration of the telephone call, the call will be measured in terms of initial and additional increments. All fractions of an increment will be rounded to the next whole increment. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer. Timing begins at the starting event and ends at terminating event, unless specified otherwise. Time between the starting event and the terminating event is the call duration. The starting event occurs when the Company's terminal experiences an "Incoming Signaling Protocol Successful", i.e., upon the seizure of an inbound trunk. The terminating event occurs when the Company's terminal receives a signal from the LEC that either the calling party or the called party has hung up.

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4. GENERAL RULES AND REGULATIONS**4.10 APPLICATION OF RATES (Cont'd)****4.10.2 Charges Based on Distance**

Where charges for a service are based on distance the distance between the two points will be measured in airline miles. Airline miles will be calculated as follows:

- A. Obtain the Vertical (V) and Horizontal (H) coordinates assigned to each point.
- B. Obtain the difference between the "V" coordinates and the difference between the "H" coordinates.
- C. Square each difference obtained in step B. above.
- D. Add the square of the "V" difference and the "H" difference obtained in step C. above.
- E. Divide the number obtained in step D. by ten (10). Round to the next whole number.
- F. Obtain the square root of the whole number obtained in step E. above. Round to the next higher whole number. This is the airline mileage.
- G. The formula for airline mileage calculation is:

$$\frac{(V - V) + (H - H)}{10}$$

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5. SERVICE CHARGES**5.1 DEFINITIONS (SERVICE OFFERING TO BE DETERMINED)****5.1.1 Account**

A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premise as long as it is part of his/her main telephone system and billed to the main telephone number.

5.1.2 Service Charge Elements**A. Service Charge**

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

B. Customer Premise Visit Charge

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

C. Termination Charge

When a Customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

D. Returned Check Charge

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

E. Restoration of Service Charge

When service is temporarily suspended for non-payment of charges and the service will be restored upon payment of past-due charges, as discussed in Section 4 of this Tariff. In addition, a Restoration of Service Charge will be applied.

ORIGINAL**5. SERVICE CHARGES****5.2 APPLICATION OF CHARGES (SERVICE OFFERING TO BE DETERMINED)****5.2.1 General**

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

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ORIGINAL**5. SERVICE CHARGES****5.2 APPLICATION OF CHARGES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****5.2.1 General (Cont'd)**

F. Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Company's service.
2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
3. An upgrade or regrade of service for Company reasons.
4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
5. Telephone number changes for Company reasons.
6. When existing Customers disconnect their Local Exchange Access Service.
7. Implementing a toll blocking service requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.
8. Changes in the election of an interexchange toll carrier by the Customer.

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ORIGINAL**5. SERVICE CHARGES****5.2 APPLICATION OF CHARGES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****5.2.2 Specific Application of Service Charges****A. Service Order Charges****1. Service Order Charges are applicable:**

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. For changes to a directory listing if a Customer requests this change more than once in a calendar year.
- j. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

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5. SERVICE CHARGES**5.2 APPLICATION OF CHARGES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****5.2.2 Specific Application of Charges (Cont'd)****B. Customer Premise Visit Charge**

1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
2. Only one (1) First Quarter Hour Premise Visit Charge will apply in connection with the same service order. All additional hours are at the Additional Hour rate.
3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

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ORIGINAL**5. SERVICE CHARGES****5.3 SCHEDULE OF SERVICE CHARGES (PRICING TO BE DETERMINED)**

	<u>Business</u>	<u>Residence</u>
A. Service Ordering Charge:		
1. For a service order associated with new service, single line/key/PBX trunk		
2. Change of service First Line/Trunk Additional Line/Trunk		
3. Each additional line/trunk		
B. Premise Visit Charge		
For premise visit associated with a Customer request.		
First Quarter Hour Additional Quarter Hours		
C. Record Order Charge		
D. Directory Service Order Charge		
E. Termination Charge, per occurrence		
F. Returned Check Charge, per occurrence		
G. Restoration of Service Charge		

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES****6.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth on the Rate Sheet. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Service provides a Customer with a single, voice grade dial tone that allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Touch Tone provides for dialing a telephone number by means of push buttons for faster and easier dialing, and easier access to a wide range of information services. Basic Service is available with the features described in Section 8. The features are available individually or packaged in groups. Blocking of 900, 976, and 700 or informational service numbers will be provided free of charge to any requesting Customer.

Analog trunks are available either as combination 2-way trunks or as dedicated outbound trunks.

6.1.2 Base Rates (PRICING TO BE DETERMINED)**Residential****Business**

Basic

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ORIGINAL**6. LOCAL EXCHANGE SERVICE****6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.3 Direct Inward Dial Trunks (DID) (PRICING TO BE DETERMINED)**

DID service permits calls incoming to a PBX or other CPE from the network to reach a specific line number without the assistance of an attendant. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with the Customer CPE. The service must be provided on all trunks in a group arranged for DID. One primary directory listing will be furnished, without charge, for each separate trunk group. The Customer shall be responsible for providing interception to calls to vacant or non-working assigned DID numbers. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers.

Nonrecurring **Monthly**

Group of 20 numbers

DID Trunk Termination

DID 1 Way Trunk Installation

6.1.4 Trunk Hunting (PRICING TO BE DETERMINED)

Trunk hunting is a combination of two or more individual lines connected to the same central office so that calls to the listed number overflow to the next available line if the listed number is available. The monthly rate for trunk hunting applies to each line in addition to the regular individual lines. Residential trunk hunting is limited to 10 telephone numbers. For groups of numbers greater than that, business trunk hunting rates will apply.

Business
Monthly Rate

Per line/trunk arranged

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.5 Dual Party Relay Service or Telecommunications Relay Service**

Dual Party Relay Service or Telecommunications Relay Service permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. The Company concurs with the rates, rules and regulations filed with the Commission as they relate to the provision of this service. The Company will apply the required surcharge to Customer bills in accordance with the aforementioned rules.

6.1.6 Resale of Qwest, Inc. (Qwest) services (SERVICE OFFERING TO BE DETERMINED)

Within the constraints of being available from Qwest, the Company may resell Qwest services found in Qwest's US West Communications, Arizona "Exchange and Network Services Tariff" at a discount. The Company's policy is to not offer resale in those locations where the Company has facilities available to the Customer. Where the Company does not own facilities, it may choose to resell, and the Company has the right to refuse to resell Qwest service in any given circumstance, at its election.

The Company's basic pricing philosophy for discounts from Qwest prices under resale is as follows:

- Resale of Qwest Nonrecurring Charges
- Resale of Qwest Labor charges
- Resale of Qwest Local Switched Services
- Resale of Qwest Data Services

The Company is prohibited from reselling grandfathered items, services sold under Qwest contracts, services with discounts for length of term when the Customer is still within the initial term agreement, Qwest specials and sales promotions, and items not found in Qwest's US West Communications, Arizona "Exchange and Network Services Tariff."

The Company will not discount taxes, levies, Commission fees, the FCC Subscriber Line Charge or other such items that are billed by Qwest and passed on to the Customer.

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.6 Resale of Verizon, Inc. (Verizon) services (SERVICE OFFERING TO BE DETERMINED)**

Within the constraints of being available from Verizon, the Company may resell Verizon services found in the Verizon, Inc. – California “General Exchange Tariff” at a discount. The Company’s policy is to not offer resale in those locations where the Company has facilities available to the Customer. Where the Company does not own facilities, it may choose to resell, and the Company has the right to refuse to resell Verizon service in any given circumstance, at its election.

The Company’s basic pricing philosophy for discounts from Verizon prices under resale is as follows:

- Resale of Verizon Nonrecurring Charges
- Resale of Verizon Labor charges
- Resale of Verizon Local Switched Services
- Resale of Verizon Data Services

The Company is prohibited from reselling grandfathered items, services sold under Verizon contracts, services with discounts for length of term when the Customer is still within the initial term agreement, Verizon specials and sales promotions, and items not found in the Verizon, Inc. – California “General Exchange Tariff.”

The Company will not discount taxes, levies, Commission fees, the FCC Subscriber Line Charge or other such items that are billed by Verizon and passed on to the Customer.

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6. LOCAL EXCHANGE SERVICE**6.2 LOCAL AND INTRASTATE TOLL CALLING SERVICE (SERVICE OFFERING TO BE DETERMINED)****6.2.1 Local Line Service**

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

In the Qwest territory, the Company's local exchanges and their corresponding local calling areas concur with Qwest's US West Communications, Arizona "Exchange and Network Services Tariff, Section 5."

In the Verizon territory, the Company's local exchanges and their corresponding local calling areas concur with the Verizon, Inc. – California "General Exchange Tariff."

6.2.2 Local Plus Calling Service

Provides residence subscribers a flat rate exchange service access line to unlimited calling to all exchange access lines within the service exchange, the exchanges in the associated basic and expanded local calling area.

6.2.3 Metropolitan Line Service

Metropolitan Line Service is an optional service which provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls. In addition, it provides a two way calling service that permits Customers in one exchange to call Customers in metropolitan exchanges without incurring toll charges.

ORIGINAL**6. LOCAL EXCHANGE SERVICE****6.3 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (SERVICE OFFERING TO BE DETERMINED)****6.3.1 General****A. Verification**

1. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
2. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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ORIGINAL**6. LOCAL EXCHANGE SERVICE****6.3 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.3.2 Rates (PRICING TO BE DETERMINED)**

- A. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 8 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

Charge

- 1. Verification Request, each
- 2. Emergency Interrupt Request, each

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (SERVICE OFFERING TO BE DETERMINED)****6.4.1 General**

- A. Centrex Service provides an arrangement of switching equipment and station lines for intercommunicating among the station lines and for connection to other subscribers on a dial basis. Centrex will provide the following basic service capabilities:
1. Exchange and long distance message calls may be made to main stations by dialing the number associated with that main station line.
 2. Exchange and long distance message network calls may be made to main stations via direct outward dialing.
 3. Station to station calling is available using from two up to seven-digit dialing.
 4. Outgoing long distance message calls dialed by a main station will be identified by the seven digit number of that main station.
 5. Basic station line hunting.
 6. A common recorded intercept announcement of calls to unassigned station numbers.
 7. Some features may require compatible Customer provided terminal equipment.
 8. A directory listing will be provided at no charge for each main station line.
 9. Service charges, as specified in Section 6.4.5 of this Tariff, apply to each station link in the same manner as for individual business lines, unless otherwise indicated.
 10. All centrex is provided on a flat-rate basis with no local measured service option.
- B. Centrex Service is available to subscribers requesting two or more main stations.

6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.2 Centrex Features****A. Features at No Additional Charge**

Centrex Lines come equipped with the following features at no additional charge. This list is not all inclusive, and features available on the company's switch that are not included on this list may also be available with Centrex Service. The Company's goal is to make Centrex Service a premium offer with most features included in the basic price. All features will not be automatically turned on, but will be tailored per the Customer's request. Customer requested adds, deletions and changes to the features on each line after initial installation will incur a Centrex Moves and Changes Fee.

Anonymous Call Rejection
Assumed Dial 9
Authorization Codes
Automatic Call Distribution (ACD)
Busy Connect
Call Blocking
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Multiple Simultaneous Calls
Call Forwarding Variable
Call Hold
Calling Number Delivery Blocking
Call Park
Call Pickup
Call Return
Call Selector
Call Transfer
Call Waiting
Code Restrictions
Customer Control of Call Forwarding
Dial 0 Call Transfer
Distinctive Ring
Distributed Line Hunting
Do Not Disturb
Executive Busy Override
Group Intercom
Loudspeaker Paging, Answer

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6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)

6.4.2 Centrex Features (Cont'd)

A. Features at No Additional Charge (Cont'd)

Message Waiting Audible
Message Waiting Lamp
Network Speed Dialing
Preferred Call Forwarding
Remote Access to Call Forwarding
Repeat Dialing
Speed Dialing 8
Speed Dialing 30
Station Controlled Outgoing Restrictions
Station Restriction
Toll Restriction
Three Way Calling
800 Service / Outwats Terminations

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ORIGINAL**6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.2 Centrex Features (Cont'd)****B. Optional Centrex Features**

The following features are available for Centrex Service at a monthly recurring fee.

1. Features offered to all telephone Customers. See Section 8.4 for a description and a price for these features. Centrex features will be priced at the business feature rate.

Call Originating Trace, per Call or monthly
Voice Mail
Ring ID, 1 Additional Number
Ring ID, 2 Additional Numbers
Flexible Call Forwarding
Remote Call Forwarding

2. Features available only to Centrex Customers. The following features are available only to Centrex Service Customers.
 - a. Tandem Features are designed to allow a Customer to utilize one Centrex group with Customers served out of more than one ILEC exchange area. Tandem features allow Customers in other offices to share in some of the benefits of Centrex.
 - b. System Communications Service allows for Customers in more than one location and in more than one office to share in an abbreviated dialing scheme.
 - c. Caller ID Basic will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

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ORIGINAL**6. LOCAL EXCHANGE SERVICE****6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.2 Centrex Features (Cont'd)****2. Features available only to Centrex Customers.**

- d. Caller ID Deluxe will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call, both when the subscriber's line is in use and when it is not in use. When the line is in use, the name and number will be displayed on the Customer CPE along following the waiting call alerting tone. The displayed name is the name associated with the calling party number.
- e. Meet Me Conference allows up to 30 callers to be hooked up simultaneously to the same call by dialing into the line number of the Meet Me Conference.
- f. Music/Announcement on Hold allows Customer to choose a music source or develop a Customer announcement that will be heard by all callers to a station while on hold.
- g. Simplified Message Desk Interface (SMDI).
- h. Station Message Detail Recording allows for detailed billing by station to be delivered to the Customer. To the extent possible, the reports to be furnished can be modified to meet Customer requirements.
- i. Automatic Call Distribution (ACD) allows for the creation of operator consoles to answers calls from a location other than at each station. The installation of ACD does not include the Customer premises equipment or inside wiring required to attach stations to the ACD. ACD includes the following features: Primary Directory number, Abandon Call Clearing, Call Forcing, Overflow Enhancement, Multistage Queue Status Display, Automatic Not Ready, Make line Busy, Call park/Call Retrieve, and Login/Logout.

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.3 Basic Centrex**

Basic Centrex is available to Customers with more than 10 Centrex lines. With Restricted Centrex, Customers can limit the number of incoming and outgoing calls to the all Centrex lines by installing Network Access Registers (NARs) between the central office and the stations. The NARs function like trunks, and when all NARs are busy with calls, then no additional calls can be placed to or from any additional stations. A Basic Centrex Customer must order at least one NAR. The advantage to Customers is that the Company does not need to provision as many physical lines to the Customer location and can pass the savings from this to the Customer.

6.4.4 Enhanced Centrex

Enhanced Centrex is available to Customers with more than 2 Centrex lines. Enhanced Centrex is the package that includes one facility line per Centrex station. All stations have the direct ability to access inward or outward calling at all times, within the restraints of enabling blocking features.

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.5 Rates (PRICING TO BE DETERMINED)**NonrecurringMonthly

Basic Centrex Line

NAR

Installation, per digital DS0

Enhanced Centrex Line

Service Establishment

1-10 Lines

11+ Lines

Common Equipment Customization

1-10 Lines

11+ Lines

Bridged Link (within same exchange)

Interoffice Channel (Month to Month)

Per Channel

Per Mile

Trunk Side Termination

Training

System Manager Training, Basic

System manager Training, Enhanced

System training, per Hour

Tandem Feature

Per Node

Changes

System Communication Service

Per 100 numbers

Changes

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****6.4.5 Rates (PRICING TO BE DETERMINED)****Nonrecurring****Monthly**

Caller ID Basic – Per Line
Caller ID Deluxe – Per Line

Meet Me Conference (30 Callers)

Music / Announcement on Hold
Per System
Per Unique Additional
Announcement
Per Interface to Music Source
Per Line

Simplified Message Desk Interface (SMDI)
Per SMDI Link (1200 bps)
Per SMDI Link (9600 bps)

Station Message Detail Recording
Per System

Automatic Call Distribution (ACD)
Per ACD Group
Reconfiguration of ACD Group

ACD Network Management Reports
Per Arrangement

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7. DIRECTORY PUBLICATION AND USE**7.1 DIRECTORY LISTINGS****7.1.1 Provision of Directory Listings**

- A. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff.
- C. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- F. Non-published Telephone Number Service is provided by the Company. This is a type of service where the Customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.
- G. Changes made to listings in the directory which are requested subsequent to the initial provision of service for a line will be assessed a Directory Service Order Charge.

7.1.2 Primary Directory Listings

- A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

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7. DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)7.1.3 **Additional Directory Listings (SERVICE OFFERING TO BE DETERMINED)**

A. General

1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
2. Additional listing charges are automatically discontinued upon termination of the main service.

7.1.4 **Non-Published Telephone Number Service**

A. General

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

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ORIGINAL**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.4 Non-Published Telephone Number Service****A. General (Cont'd)**

4. The rate for Non-Published Telephone Number Service does not apply to:
 - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
 - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. service which is installed for a temporary period.
5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

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ORIGINAL**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.5 Liability For Directory Listing Service****A. General**

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The Customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by Applicants or Customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between Customers or others as a result of listings published in the directory.

7.1.6 Rates and Charges (PRICING TO BE DETERMINED)**A.**

Primary Service Listing		
Additional Listings, Business		
Additional Listings, Residential		
Non-Published Telephone Service	Number	

Recurring Monthly Rate
No Charge

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ORIGINAL**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.7 Rates and Charges (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****B. Service Charges**

1. See Section 5 of this Tariff for applicable Service Charges. A Directory Service Order Charge applies for additions or changes in directory listings.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

7.2 PROVISION AND OWNERSHIP OF DIRECTORIES

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.1 LOCAL DIRECTORY ASSISTANCE SERVICE (SERVICE OFFERING TO BE DETERMINED)****8.1.1 General**

- A. Local directory assistance service is furnished to Customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- C. Charges for directory assistance are not applicable to calls placed from public or semi-public pay stations, or from hospitals and hotel guest room.
- D. No credit will be given for requested listings that are non-published or non-listed. No credit will be given for requested listings that are not found in the directory assistance records.

8.1.2 Rates and Charges – Per Call (PRICING TO BE DETERMINED)

Within Local Calling Area
Outside Local Calling Area
DA Call Completion
To Pay Telephone Provider

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.2 TOLL RESTRICTION SERVICE****8.2.1 General**

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a Customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a Customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".

8.2.2 Rates and Charges (PRICING TO BE DETERMINED)

- 1. No charge

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.3 LOCAL OPERATOR SERVICE****8.3.1 Operator Assisted Charges (SERVICE OFFERING TO BE DETERMINED)**

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. Service Charges do not apply for the following Operator Assisted Local Calls:
 - 1. Calls to designated Company numbers for official telephone business;
 - 2. Emergency calls to recognizable authorized civil agencies; or
 - 3. Those cases where an operator provides assistance to:
 - a. Re-establish a call that has been interrupted after the calling number has been reached;
 - b. Reach the calling telephone number where Company-provided facility problems prevent Customer dial completion; or
 - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.3 LOCAL OPERATOR SERVICE (Cont'd)****8.3.2 Rates and Charges (PRICING TO BE DETERMINED)**

The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.

1. Station-to-Station Customer dialed credit card local call.

Each call

2. Station-to-Station operator assisted sent-paid, collect, third number, and non-Customer-dialed credit card calls.

Each call

3. Person-to-person operator assisted local call.

Each call

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (SERVICE OFFERING TO BE DETERMINED)****8.4.1 Description of Features****1. Anonymous Call Rejection**

Rejects incoming calls from anonymous callers who've blocked their number.

2. Call Forwarding Busy Line

Call Forwarding Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy.

3. Call Forwarding Don't Answer

Call Forwarding Don't Answer allows calls to be transferred automatically to a pre-designated telephone number when the line is unanswered.

4. Call Forwarding Multiple Simultaneous Calls

Call Forwarding Multiple Simultaneous Calls allows the Customer to specify the number of simultaneous calls to transfer automatically to the forwarding number.

5. Call Forwarding Variable

Call Forwarding Variable enables a Customer to automatically divert all incoming calls to another telephone number.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.1 Description of Features (Cont'd)****6. Caller ID Basic (Calling Name and Number Delivery)**

Caller ID Basic will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

7. Caller ID Deluxe

Caller ID Deluxe will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call, both when the subscriber's line is in use and when it is not in use. When the line is in use, the name and number will be displayed on the Customer CPE along following the waiting call alerting tone. The displayed name is the name associated with the calling party number.

8. Calling Number Delivery Blocking (Call Block)

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number. Calling Number Delivery Blocking on a per line basis is available for no charge. Calling Number Delivery Blocking on a per call basis is available at no charge.

9. Call Originating Trace

Call Originating Trace allows a Customer to get a record of all calls made to their number. Calling records are not available to Customers but are submitted to the appropriate local law enforcement agency for the jurisdiction corresponding to the billing address of the Customer.

10. Call Return

Call Return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call. Call Return is also available on a per call basis.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.1 Description of Features (Cont'd)****11. Call Selector**

Call Selector allows a Customer to define a list of calling telephone numbers that will be accepted. Any calling telephone number not on the list will be routed to announcements and rejected.

12. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.

13. Customer Control of Call Forwarding

Customer Control of Call Forwarding allows the Customer to activate and deactivate Call Forwarding features.

14. Customer-Originated Trace (Call Tracing)

Customer-Originated Trace allows the Customer to initiate a trace of the last incoming call. The results of the trace may not be provided directly to the Customer initiating the trace.

15. Do Not Disturb

Do Not Disturb allows Customer to temporarily disconnect the phone from ringing and replace the ring with a recording.

16. Distinctive Ring

Distinctive Ring allows a Customer to receive a distinctive ring tone, from a choice of several rings, from a Customer designated list of telephone numbers.

17. Home Intercom

Home Intercom allows a Customer to dial other lines on the same premise with a distinctive ring.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.1 Description of Features (Cont'd)****18. Preferred Call Forwarding**

Preferred Call Forwarding allows the Customer to forward calls from a list of up to six (6) telephone numbers. Forwarded calls are limited to just the telephone numbers on the list.

19. Remote Access to Call Forwarding Variable

Remote Access to Call Forwarding Variable allows the capability of activating and deactivating Call Forwarding features from locations other than the base telephone.

20. Remote Call Forwarding

Remote Call Forwarding allows the Customer to establish a local presence in distant areas by forwarding calls to just about anywhere.

21. Repeat Dialing

Repeat Dialing continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use basis.

22. RingID

RingID allows one (1) or two (2) additional telephone number(s) with a distinctive ring to be added to the existing line.

23. Speed Calling (8 or 30)

Speed Calling 8 enables a Customer to call a list of up to eight (8) preselected telephone numbers by dialing a one (1) digit code. Speed Calling 30 enables a Customer to call a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.1 Description of Features (Cont'd)****24. Three Way Calling**

Three Way Calling allows a Customer to add a third party to an existing call, enabling a simultaneous conference between parties at multiple locations.

25. Voice Mail

Voice Mail provides telephone answering and messaging for subscribers. The service allows a call to be answered when the called party is on the telephone. The messages are stored so that a subscriber can retrieve them from any tone capable telephone.

8.4.2 Rates and Charges (PRICING TO BE DETERMINED)**1. Residential****a. The following Features are sold individually:**

1. Area Calling Service
2. Call Waiting
3. Caller ID Basic
4. Caller ID Deluxe
5. Call Trace
6. Voice Mail
7. Call Return
8. Auto Redial
9. Ring ID, 1 Additional Number
10. Ring ID, 2 Additional Numbers
11. Call Forwarding Variable

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.2 Rates and Charges (Cont'd) (PRICING TO BE DETERMINED)**

- b. The following features are offered to residential Customers on a bundled basis:

Area Calling Service
Auto Redial, monthly
Anonymous Call Rejection
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Multiple Simultaneous Calls
Call Forwarding Variable
Calling Number Delivery Blocking
Call Return, monthly
Call Selector
Customer Control of Call Forwarding
Customer Oriented Trace, per month
Distinctive Ring
Do Not Disturb
Home Intercom
Preferred Call Forwarding
Remote Access to Call Forwarding
Speed Dialing 8
Speed Dialing 30
Three Way Calling

Price for First feature
Price each for Features 2 to 4 each
Price for all of the features

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.2 Rates and Charges (Cont'd) (PRICING TO BE DETERMINED)****2. Business****a. The following Features are sold individually:**

1. Call Waiting
2. Caller ID Basic
3. Caller ID Deluxe
4. Call Trace
5. Voice Mail
6. Call Return
7. Call Return, per call
8. Auto Redial
9. Auto Redial, per call
10. Ring ID, 1 Additional Number
11. Ring ID, 2 Additional Numbers
12. Flexible Call Forwarding
13. Call Forwarding Variable
14. Busy Connect, per call
15. Call Forwarding Remote Access
16. Three Way Calling, per call

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****8.4.2 Rates and Charges (Cont'd) (PRICING TO BE DETERMINED)**

- b. The following features are offered to business Customers on a bundled basis:

Auto Redial
Anonymous Call Rejection
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Multiple Simultaneous Calls
Call Forwarding Variable
Calling Number Delivery Blocking
Call Return, monthly
Call Selector
Customer Control of Call Forwarding
Customer Oriented Trace, per month
Distinctive Ring
Do Not Disturb
Home Intercom
Preferred Call Forwarding
Remote Access to Call Forwarding
Speed Dialing 8
Speed Dialing 30
Three Way Calling

Price for First feature
Price each for Features 2 to 4 each
Price for all of the features

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.5 EMERGENCY NUMBER SERVICE****8.5.1 General**

The Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. No charge applies to the calling party for calls to the 911 number.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.6 NUMBER PORTABILITY (SERVICE OFFERING TO BE DETERMINED)****8.6.1 General**

This service enables the Company to provide basic local exchange service within the State of Arizona to a given Customer(s) that wishes to retain their telephone number(s), assigned by the previous local service provider.

8.6.2 Service Description

Interim Number Portability, if applicable, is provided through Remote Call Forwarding (RCF). RCF is a service which permits incoming dialed calls to a telephone number to be forwarded to a company end office, utilizing a call forwarding feature of the Company's end office switch.

8.6.3 Rules and Regulations

- A. Number Portability and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices.
- B. When the exchange service offering(s) associated with Number Portability services are provisioned using remote switch(es), Number Portability service is available from host central offices.
- C. General regulations as depicted in this Tariff, such as payments, deposits, adjustments, etc., apply to Number Portability services as appropriate.

8.6.4 Responsibility of the Company

- A. The Company shall exchange technical descriptions and forecasts of their traffic requirements in sufficient detail necessary to engineer, install, maintain, and administer the facilities subject to this arrangement. The Company is solely responsible to obtain authorization from the end-user for the provision of service by the Company and the provision of Number Portability services. Should a dispute or discrepancy arise regarding the authority of the Company to act on behalf of the end-user, the Company is responsible for providing written evidence of its authority. The Company is responsible for coordinating the provisioning of the service with the previous local service provider to assure that its switch is capable of accepting Interim Number Portability ported traffic.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.6 NUMBER PORTABILITY (Cont'd) (SERVICE OFFERING TO BE DETERMINED)**

- B. Where the Company chooses to disconnect or terminate any Number Portability service, it may provide an appropriate intercept announcement service.

8.6.5 Rates and Charges (PRICING TO BE DETERMINED)

Each number ported to the Company will be charged as follows:

Non recurring Installation

Monthly recurring Charges
Per Ported Number
Per Additional Path

No other charges will apply, except for collect, third party, or other operator-assisted calls to the remote telephone number, the Company is responsible for the payment of charges if the party at the number to which calls are forwarded accepts such calls.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE****9.1.1 General**

Terminal equipment, inside wiring and/or communications systems may be connected at the Customer's premise to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

9.1.2 Responsibility of the Company

- A. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, inside wiring or communications system. Telecommunications Services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with Telecommunications Services, the responsibility of the Company shall be limited to the furnishing of service components suitable for Telecommunications Services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the Customer's request the Company will provide information concerning interface parameters, including the number of ringers that may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with Telecommunications Services.
- C. The Company may make changes in its Telecommunications Service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any Customer's terminal equipment incompatible with Telecommunications Service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the Customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the Customer an opportunity to maintain uninterrupted service.

9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.2 Responsibility of the Company (Cont'd)**

- D. The Company shall not be responsible to the Customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, render the Customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

9.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the Customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

9.1.4 Responsibility of the Customer

- A. Upon request of the Company, the Customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The Customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of Customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
1. The safety of Company employees or the public cannot be endangered.
 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
 3. No interference with the proper functioning of Company equipment or facilities.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.4 Responsibility of the Customer (Cont'd)**

4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.
- C. Upon suitable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of Customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the Customer is causing or is likely to cause hazard or interference, the Customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the Customer. As soon as possible after such action is taken, the Company will inform the Customer of the nature of the hazard and the type of remedial action taken. Failure of the Customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.
- E. The Customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

9.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for Telecommunications Service through connecting equipment furnished by the Company.

9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.6 Connections of Registered Equipment**

- A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the Customer's premise to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

- B. Premise Wiring Associated With Registered Communications Systems

2. Protected premise wiring requiring acceptance testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
3. Unprotected premise wiring is all other premise wiring. Customers who intend to connect premise wiring other than fully-protected premise wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.6 Connections of Registered Equipment (Cont'd)**

4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
 - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
 - b. A failure has occurred during acceptance testing for imbalance; or
 - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS****9.2.1 General**

- A. Telecommunications Services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services as follows:
 - 1. A distinctive recorder tone that is repeated at intervals of approximately fifteen (15) seconds is required when recording equipment is in use and is connected with services of the Company; or
 - 2. All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing, or be part of, and obtained at the start of the recording.
- B. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- C. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
 - 1. The licensee informs each party to the call of its intent to broadcast the conversation;
 - 2. each party to the call is aware of the licensee's intent to broadcast the call; or
 - 3. such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- D. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.3 SERVICE CHARGES****9.3.1 Failure of Acceptance Tests**

If the premise wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the Customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

9.3.2 Line Conditioning or Treatment

Should a Customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of Customer premise equipment or transmission of data, the Customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

9.3.3 Damages to Facilities

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the Customer to facilities or equipment of the Company, caused by the negligence or willful act of the Customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

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10. PRIVATE LINE TELEPHONE SERVICE**10.1 GENERAL (SERVICE OFFERING TO BE DETERMINED)**

- A. Private Line Telephone Service provides a dedicated transmission path to connect Customer designated premise, directly, through a Company hub or hubs where bridging or multiplexing functions are preformed, or to connect a Customer designated premise and a WATs serving office. Private Line Telephone Service is offered for local and IntraLATA only.
- B. The connections provided by Private Line Telephone Service can be either analog or digital.
- C. Company services may be connected to services or facilities of other communications carriers only where authorized by, or in accordance with, the terms and conditions of any Tariffs of such other communications carriers.
- D. All facilities required for this service are furnished by the Company on a full period basis only.
- E. Where special or unusual configurations are required for this service, one that has limited requirements by other Customers of the Company, either an Installation Charge or Termination Charge may be required at the option of the Company. Such charge will be at least equal to the nonrecovered in plant cost plus taxes, overhead and profit.
- F. When multipoint service is furnished, the local channels are bridged at the wire center.

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10. PRIVATE LINE TELEPHONE SERVICE**10.2 SERVICE CONFIGURATIONS (SERVICE OFFERING TO BE DETERMINED)**

A. There are two types of service configurations over which Private Line Telephone Service can be furnished: two (2) point and multi-point service.

1. Two-Point Service

A two-point service connects two Customer premises, either directly through a serving wire center, or through a hub where multiplexing functions are preformed.

2. Multi-Point Service

Multi-point services connect three or more Customer premises through one or more Company hubs.

The channel between hubs (i.e. bridging locations) on a multi-point service is a mid-link. There is no limitation on the number of mid-links available with multi-point service. However, when more than three mid-links are provided the quality of service may be degraded.

Multi-point service utilizing a customized technical specification package will be provided when technically feasible. If the Company decides that the requested parameter specifications are not compatible, the Customer will be advised and given an opportunity to change the order. When a customized channel is ordered, the Customer will be notified whether Additional Engineering Charges apply. In such cases, the Customer will be advised and given the opportunity to change the order.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (SERVICE OFFERING TO BE DETERMINED)****10.3.1 Basic Rate Categories**

- A. Local Channels. A local channel provides for a communication path between a Customer's premise and the serving wire center of that premise. One local channel charge applies per channel termination.
- B. Interoffice Channel. An interoffice channel provides for the transmission facility between serving wire centers associated with two Customer premises, between serving wire centers associated with a Customer premise and a hub, or between two Company hubs. Interoffice mileage is charged on a per mile basis.
- C. Non-Wire Center Connected Channels (Point to Point) is Private line Service connecting two Customer premises without going through a Company wire center or hub.
- D. Optional features and functions are items that may be added to service to improve quality or meet specific communications requirements. Such items may include signaling, conditioning, transfer arrangements, protection switching, etc. The Company's philosophy will be to include as many of such options as is reasonable in the base price of the Private Line Service. Some optional features are included in this Tariff, but the list is not all-inclusive. The Company reserves the right to suggest a charge for non-standard features not included in this Tariff, and to then Tariff the item upon sale to a subscriber. As an alternative, the subscriber will be given the opportunity to pay the full cost of installing the non-standard feature.

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ORIGINAL**10. PRIVATE LINE TELEPHONE SERVICE****10.3 DATA DESCRIPTIONS (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.3.2 Voice Grade Service****A. Basic Channel Description**

A voice grade channel is a channel that provides voice frequency transmission capability in the normal frequency range of 300 to 3,000 Hz and may be terminated two (2) wire or four (4) wire.

B. Optional Features and Functions**1. Central Office Bridging Capability**

Both voice and data bridging are available.

2. The price of the service includes several optional features such as C-Type Conditioning, Improved Return Loss, and Signaling Capability. Other potential features that are not included in the Tariff may be available at the Company's election. Such Tariffed items will be added to the Tariff if sold to a Customer, or alternatively, the Customer may elect to pay for the full up-front cost of such options.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.3.3 Commercial Quality Video**

Commercial Quality Video private line service provides for video transmission with less stringent parameters than Broadcast Quality Video Service. Channels are provided on a two-point arrangement. These channels are available for use with Customer-provided station equipment only. Commercial Quality Video Service provides a one-way video channel with the capability of a standard 525-line/60-field monochrome video signal. This service includes two 15 kHz associated audio signals.

10.3.4 Wired Music

Wired Music private line service provides for a one-way audio transmission for use in connection with loudspeaker and sound recording equipment. Channels are provided on a two-point or multipoint arrangement for a minimum period of one month. These channels are available for use with Customer-provided station equipment only. Wired Music Service is furnished only directly to the Customer originating the program material, and the Company will not allocate charges between, nor collect charges from the patrons of the Customer.

10.3.5 Interoffice Mileage

Mileage is determined between offices, between offices and hubs, or between two-point or multipoint service located in two offices between the Customer promises per the formulas detailed in Section 4.10.2. for the purposes of applying multipoint charges, the bridging or hubbing locations are determined by that combination of airline distances connecting the serving wire center that will produce the lowest interoffice mileage charges.

10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.3.6 Digital Data Service****A. Basic Channel Description**

A digital data channel is a channel for duplex four wire transmission of synchronous serial data at the rate of 56 or 64 Kbps. The actual bit rate is a function of the channel interface selected by the Customer. The channel provides a synchronous service with timing provided by the Company to the Customer in the received bit stream. Digital data channels are provided as either hubbed or non-hubbed between Customer designated premises or between a Customer designated premise and a Company hub or hubs.

The Company will provide a channel capable of meeting monthly average performance equal to or greater than 99.875% error free seconds ,if provided through a digital data hub, or if it is provided through a CSU equivalent which is designated, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62310.

The Digital Terminating Equipment must be provided by the Customer to connect to a Company provided digital facility. Customer provided equipment must be compatible with the Company provided terminal equipment at the central office.

The service options available to the Customer include Two-station Service, Multipoint Service, Secondary Channel Capacity and Data over Voice Channel.

Digital Data Service is sold in several components. First is the Digital Data Local Channel that represents the facility from the serving central office to the Customer premises. Second is a Digital Data Termination. A termination will be counted at the entrance to each Company facility, either central offices, hubs or wire centers. The third component of Digital Data is Interoffice Channel sold on a per mile basis.

B. Optional Features and Functions

Bridging is available for Digital Data Service.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.3.7 Channelized T-1****A. Basic Description**

Channelized T-1 provides channelization capability for the Customer at the company's central office. Channelized T-1 is provided in packets based upon multiple voice grade channel equivalents (DS0) where 24 voice grade channels are equal to a T-1. The service provides local channels or interoffice channels for network access, Centrex station lines, off-premise extensions and digital data lines.

Channelization is provided by D type channel banks. The Customer may channelize all or part of a T-1 to activate voice and data facilities. Individual channels may be connected with service offerings in other parts of this Tariff as appropriate.

The Customer must provide the Network Channel Terminating Equipment associated with the high capacity channel at the Customer's premise. Customer equipment must be compatible with the Company provided channelization at the central office. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated due date.

A channel with the technical specifications of HC1 will be capable of an error free performance of 98.75% over a continuous twenty-four (24) hour period as measured at the rate of 1.544 Mbps rate through a CSU equivalent which is designed, manufactured and maintained to conform with the specifications in Technical Reference PUB 62411.

B. Optional Features and Functions**1. Transfer Arrangement**

An arrangement that affords the Customer an additional measure of flexibility in the use of an access channel. The arrangement can be used to transfer a leg of a private line service to another channel that terminates in either the same or a different Customer premise. A key activated or dial-up control is required to operate the transfer arrangement. A spare channel, if required, is not part of this option.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.3.8 Unchannelized T-1****A. Basic Description**

Unchannelized T-1 provides a high capacity transmission link of 1.544 Mbps.

An unchannelized T-1 Channel provides for the connection between a Customer's premise and their serving wire center.

Customer provided Terminal Equipment may be connected to an unchannelized T-1 when such connections is acceptable to the Company.

10.3.9 Channelized T-3**A. Basic Description**

Channelized T-3 provides channelization capability for the Customer at the company's central office. Channelized T-1 is provided in packets based upon multiple voice grade channel equivalents (DS0) where 24 voice grade channels are equal to a T-1 and 28 T-1s are equal to a T-3 for a total of 672 channels. The service provides local channels or interoffice channels for network access, Centrex station lines, off-premise extensions and digital data lines.

Channelization is provided by D type channel banks. The Customer may channelize all or part of a T-3 to activate voice and data facilities. Individual channels may be connected with service offerings in other parts of this Tariff as appropriate.

The Customer must provide the Network Channel Terminating Equipment associated with the high capacity channel at the Customer's premise. Customer equipment must be compatible with the Company provided channelization at the central office. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated due date.

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10. PRIVATE LINE TELEPHONE SERVICE**10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (SERVICE OFFERING TO BE DETERMINED)**

ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line. ISDN service consists of a digital service line that provides digital termination capabilities to the Customer's premise and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, customized features and optional features are available.

10.4.1 Service Description

- A. Digital Service Line - Provides the digital central office termination, via a Basic Rate Interface, that has the potential to support digital transmission of voice and data to the Customer's premise. One digital service line comes standard with any ISDN class of service capabilities, customized features or optional features. Each digital service line comes equipped with the following standard features:
 - 1. Drop - Allows the user to drop the last party added to a three-way/conference call.
 - 2. Transfer - Allows the user to transfer a call to another terminal.
 - 3. Hold - Allows the user to place call on hold by pressing the function button.
 - 4. Three-way Calling - Allows the user to include a third party in the call.
- B. Circuit Switched Voice and Data Services - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

10.4.2 Basic ISDN Service Capabilities

The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 Kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D Channel is a 16 Kbps channel and is used for signaling as well as transmission of packet switched data. The Company's Basic offering is a BRI with two B channels and one D channel. Other combinations are possible, and to the extent that other combinations do not incur significant additional company costs, the intent is for other ISDN combinations of channels to cost the same as the Basic BRI. Options that cannot be offered for the basic price will be configured and sold on an individual case basis.

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10. PRIVATE LINE TELEPHONE SERVICE**10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.4.3 Regulations**

- A. The rates specified for ISDN Service contemplate the availability of existing compatible facilities from the normal serving wire center which must be a digital ISDN equipped central office entity. If such facilities are required to provide ISDN Service, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly charge.
- B. ISDN Service must include a digital service line and at least one (1) basic service capability.
- C. The minimum service period for ISDN Service is 12 months.
- D. An individual directory number will be assigned for each digital service line.
- E. The Customer must provide Customer Premises Equipment (CPE) that complies with the ISDN requirements of the Company.

10.4.4 Termination Charges

- A. If ISDN Service is terminated prior to the expiration of the minimum service period, the Customer shall be required to continue paying the applicable charges for the remainder of the minimum service period.

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10. PRIVATE LINE TELEPHONE SERVICE**10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.4.5 ISDN PRI**

- A. ISDN PRI provides a method to access the network using an ISDN based T-1 access link and provides the integration of multiple voice and data transmission channels on the same line. The basic channel structure for ISDN PRI is twenty-three 64 Kbps B channels and one 64 Kbps D channel. One primary Directory listing will be furnished at no charge for each ISDN PRI Plus service B Channel.
- B. ISDN PRI is a service for the transmission of digital signals only.
- C. The minimum service period for ISDN PRI is one month.
- D. ISDN PRI service between a serving wire center and a Customer location will be charged at a rate per Basic PRI. Interoffice Channels between central offices will be charged based upon airline distance between offices.

The Customer may choose any number of channels up to 23 B channels. There is a charge per PRI channel in use.

There is a Service Establishment Charge applicable to each ISDN PRI in addition to any installation nonrecurring charge. This fee is for the ordering, recording, provisioning and engineering required with a Customers request for ISDN PRI. Additionally, there is a Service Change Charge applicable to move or transfer an ISDN PRI service line.

10.4.6 ISDN PRI Plus

- A. ISDN PRI Plus provides an ISDN based T-1 access to the network and includes the flexibility of multiple voice and/or data transmission channels on the same line. The basic channel structure for ISDN PRI is twenty-three 64 Kbps B channels and one 64 Kbps D channel. The Customer has the option to activate up to 23 B Channels on the First ISDN PRI Plus service arrangement and up to 24 B Channels on subsequent arrangements. A Digital Data only and an Inward Data option are available. One primary Directory listing will be furnished at no charge for each ISDN PRI Plus service B Channel.
- B. ISDN PRI Plus is a service for the transmission of digital signals only.

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10. PRIVATE LINE TELEPHONE SERVICE**10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd) (SERVICE OFFERING TO BE DETERMINED)****10.4.6 ISDN PRI Plus (Cont'd)**

- C. The minimum service period for ISDN PRI Plus is one month.
- D. ISDN PRI Plus service between a serving wire center and a Customer location will be charged at a rate per Basic PRI. Interoffice Channels between central offices will be charged based upon airline distance between offices. There is a charge per PRI channel in use. Separate charges apply for Digital Data Channels or Inward Dial Channels.

There is a Service Establishment Charge applicable to each ISDN PRI in addition to any installation nonrecurring charge. This fee is for the ordering, recording, provisioning and engineering required with a Customers request for ISDN PRI. Additionally, there is a Service Change Charge applicable to move or transfer an ISDN PRI service line.

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (PRICING TO BE DETERMINED)****A. Local Channels**

1.	2-Wire Voice Circuit	Monthly	\$
		Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
2.	4-Wire Voice Circuit	Monthly	\$
		Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
3.	2-Wire Data Circuit	Monthly	\$
		Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
4.	4-Wire Data Circuit	Monthly	\$
		Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
5.	Commercial Quality Video		
		Single Channel	
		Monthly	\$
		Non-Recurring, First	\$
		Multiple Channel – Per System	
		Monthly	\$
6.	Wired Music		
		Multiple Channel – Per Channel	
		Monthly	\$
		Non-Recurring, First	\$
		Monthly	\$
		Non-Recurring, First	\$

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd) (PRICING TO BE DETERMINED)****B. Interoffice Channels**

1. Mileage

a. Voice Grade Circuit	Fixed monthly Charge	\$
	Per Mile	\$
	Nonrecurring	\$

b. Commercial Video – Single Channel

Fixed monthly Charge	\$
Per Mile	\$
Nonrecurring	\$

c. Commercial Quality Video

Fixed monthly Charge	\$
Per Mile	\$
Nonrecurring	\$

d. Wired Music

Fixed monthly Charge	\$
Per Mile	\$
Nonrecurring	\$

C. Optional Features and Functions

1. Voice Bridging

2-Wire per Port	Monthly	\$
	Non-Recurring	\$
4-Wire per Port	Monthly	\$
	Non-Recurring	\$

2. Data Bridge per Port

Monthly	\$
Non-Recurring	\$

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd) (PRICING TO BE DETERMINED)****D. Digital Data Service**

1.	Local Channel	Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
		Monthly	\$
2.	Channel Termination	Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
		Monthly	\$
3.	Interoffice Channel, 0-8 miles	Non-Recurring	\$
		Monthly	\$
		Per Mile	\$
4.	Bridging	Non-Recurring	\$
		Monthly	\$

E. Channelized T-1

1.	Basic Channelized T-1	Non-Recurring	\$
		Monthly	\$
2.	Per Channel Activated	Non-Recurring	\$
		Monthly	\$
3.	Transfer Arrangement	Non-recurring	\$
4.	Interoffice Mileage	Non-recurring	\$
		First Mile	\$
		Additional Mile	\$

F. Unchannelized T-1

1.	Unchannelized T-1	Non-Recurring, First	\$
		Non-Recurring, Add'l	\$
		Monthly	\$

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd) (PRICING TO BE DETERMINED)****G. T-1 Mileage**

1.	Interoffice Mile, 0-8 miles	Monthly	\$
		Per Mile	\$

H. Channelized T-3

1.	Basic Channelized T-3	Non-Recurring	\$
		Monthly	\$
2.	Per Channel Activated	Non-Recurring	\$
		Monthly	\$

I. ISDN Basic

1.	Basic BRI	Non-Recurring	\$
		Monthly	
		ISDN Access	\$
		2 B Channels	\$
		1 D Channel	\$

J. ISDN PRI

1.	Basic PRI	Non-Recurring	\$
		Monthly	\$
2.	Per Primary B Channel	Non-Recurring	\$
		Monthly	\$
3.	Interoffice Mile, 0-8 miles	Monthly	\$
		Per Mile	\$
4.	Service Establishment Charge	Non-Recurring	\$
5.	Service Change Charge	Non-Recurring	\$

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10. PRIVATE LINE TELEPHONE SERVICE

10.5 RATES (Cont'd) (PRICING TO BE DETERMINED)

K. ISDN PRI Plus

1.	Basic PRI Plus	Non-Recurring Monthly	\$ \$
2.	Per Primary B Channel	Non-Recurring Monthly	\$ \$
3.	Per Digital Data Only Channel	Monthly	\$
4.	Per Inward Data Only Channel	Monthly	\$
5.	Interoffice Mile, 0-8 miles	Monthly Per Mile	\$ \$
6.	Service Establishment Charge	Non-Recurring	\$
5.	Service Change Charge	Non-Recurring	\$

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE****11.1.1 General**

Pre-paid Local Service offers local dial tone to those customers who do not qualify for CLEC Name local service because of failure to pass the CLEC Name credit checks, or because they continue to owe back billings to other local service providers, or who elect to purchase the service. Pre-paid local service lines will be blocked from long distance dialing, collect calls, operator assist calls, directory assistance calls, third number billed calls, 900 calls, and blocking of access to services with usage sensitive charges or any service that may be billed to End User's telephone number. Pre-paid local lines will be allowed a limited number of optional features consisting of Call Waiting, Caller ID (Name and Number), 3-Way Calling, Area Calling Service, Anonymous Call Rejection, Auto Redial, Busy Line Don't Answer, Call Blocker, Call Forwarding, Call Return, Speed Calling 8 and Area Calling.

11.1.2 Regulations & Payment Methods

- A. Local Line Service will be provisioned for a period of one (1) month upon acknowledged receipt of payment.
- B. Local Line Service is provisioned by the Company to the demarcation point only. The demarcation point is the point of entry at Company's or Carriers entrance facility. This demarcation point separates the responsibility of the end user from the Company or Carrier.
- C. Customers wishing to purchase pre-paid local service will do so by remitting the pre-payment to an authorized payment center and then contacting a Company Customer Service Representative to provide service address information. If paying by credit card, customer may contact the Company's Business Office or Company's web site.
- D. Initial pre-payment will consist of entire non-refundable service processing fee and either entire or a fraction of the first month's payment for local service.
- E. Company will give customer two (2) choices of paying the service processing fee and first months service of

\$ 88.66 Residential Service and
\$132.99 Business Service.

- 1) Entire non-refundable service processing fee and first months service on initial sign up;
- 2) Non-refundable service processing fee and partial first months payment due on initial sign up and balance of first months service due 10 days after dial tone activation. If balance is not paid by the 20th day after activation, service is subject to disconnection on the 21st day.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.2 Regulations & Payment Methods (Cont'd)**

- F. Local, state and federal taxes, fees and surcharges for processing fee and first months service will be included on the balance of the first months service due 10 days after dial tone activation and recurring monthly renewal billing's thereafter.
- G. Service may be paid by credit card, cash or cash equivalent. Personal checks are not accepted unless it is an electronic check and Company is able to process it.
- H. Service may only be terminated at the renewal expiration date. Customers who request service to be disconnected before the next renewal date will not be entitled to any pro-rata amount.
- I. The customer will be charged a late charge if customers unpaid balance is greater than \$10.00 on the day after renewal date; or on the 11th day after initial activation due to remaining balance of first months service.
- J. Customers are restricted from incurring any usage sensitive charges. If such charges are incurred by the customer and the rates are not set forth in this tariff, the Customer will be billed by The Company at the incumbent Local Exchange Company's tariffed rate for a comparable service plus twenty-five percent. Violation of this restriction may result in automatic termination of pre-paid local service.
- K. Customer is responsible for payment of all non-optional mandatory extended area service charges charged by the incumbent Local Exchange Company to the Company in designated areas. If Company incurs any of these charges by the Carrier and the rates are not set forth in this tariff, the Customer will be billed by the Company at the incumbent Local Exchange Company providing the services tariffed rate plus twenty-five percent.
- L. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated and/or received at the Customer's number(s). Notwithstanding Section 11.1.1 of the Tariff, which provides for the blocking of certain toll calls, including direct dial long distance, collect calls, operator-assisted calls, usage sensitive charges and third number billed calls. In the event that the blocking of these calls is circumvented by the Customer, blocking is not available in the area, blocking was not provisioned on the service, or in the event of a temporary failure of the blocking mechanism, the Customer is responsible for payment of any charges billed to the Customer's number(s) any of these charges billed to the Company by Carrier will be billed to Customer at the Carriers providing the services tariffed rate plus twenty-five percent.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE** (Cont'd)**11.1.3 Service Charge Elements** (Cont'd)**A. Description of Recurring Charges****1. Local Line Service**

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

In the Qwest territory, the Company's local exchanges and their corresponding local calling areas concur with Qwest's US West Communications, Arizona "Exchange and Network Services Tariff, Section 5."

In the Verizon territory, the Company's local exchanges and their corresponding local calling areas concur with the Verizon, Inc. – California "General Exchange Tariff."

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.3 Service Charge Elements (Cont'd)****B. Description of Non-Recurring Charges****1. Conversion Fee**

Transfer of Customer's active Local Line Service from one (1) Telecommunications Provider to another.

2. Feature Processing Fee

A one-time charge for feature(s) applying to the ordering of feature(s) when establishing new Local Line Service.

3. Late Charge

A charge that will be generated if customers unpaid balance is greater than \$10.00 on the day after renewal date; or on the 11th day after initial activation due to remaining balance of first months service

4. Number Change

Change of telephone number per customer's request.

5. Repair Charge

Nonrecurring charge applicable to work done on the Customer's side of the Demarcation Point.

6. Returned Check Charge

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

7. Service Change Fee

Nonrecurring charge for customer requested changes on existing service, for which the customer becomes liable at the time the Service Change is executed.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.3 Service Charge Elements (Cont'd)****B. Description of Non-Recurring Charges (Cont'd)****8. Service Processing Fee**

A one-time nonrefundable charge applying to the ordering of Local Line Service.

9. Toll Block Removal Charge

Non-recurring charge for customer requested Toll Calling Service in order to remove the toll block on existing service, for which the customer becomes liable at the time the Service Change is executed.

10. Transfer of Service

Moving of telecommunication service of facilities to new premises. Disconnection of service at the old premise and connection of service at the new premise.

11. Trip Charge

Trip charge to customer's premise where customer initiates repair call but Company is not responsible for repair. Repair is on the customer's side of the Demarcation Point.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.4 Description of Features**

- A. Anonymous Call Rejection**
Rejects incoming calls from anonymous callers who've blocked their number.
- B. Auto Redial**
Repeat Dialing continues dialing a number where the line is busy or there is no answer.
- C. Busy Line Don't Answer**
Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy or it is not answered.
- D. Call Blocker**
This feature will allow the calling party to suppress a directory number so that the called party with Caller ID or Caller ID with Name does not receive the information.
- E. Call Forwarding Variable**
Call Forwarding Variable enables a Customer to automatically divert all incoming calls to another telephone number.
- F. Caller ID Basic (Calling Name and Number Delivery)**
Caller ID Basic will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number.
- G. Call Return**
Call Return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.4 Description of Features (Cont'd)****H. Call Waiting**

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.

I. Speed Calling 8

Speed Calling enables a Customer to call a list of up to eight (8) preselected telephone numbers by dialing a one (1) digit code.

J. Three Way Calling

Three Way Calling allows a Customer to add a third party to an existing call, enabling a simultaneous conference between parties at multiple locations.

K. Toll Access Charge

Recurring monthly charge when Toll Calling Service is selected. Monthly charge to connect local service with Company's selected toll service.

L. Unpublish Number

An unpublished telephone number is one for which no listing appears in the telephone directory or in the directory assistance information records.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.5 Toll Calling Service**

Customers choosing to order Toll Calling Service will not be subject to the toll blocking procedures as detailed in Section 11.1.1 of this tariff; the following regulations will apply:

- A. Toll Blocking will only be removed when this long distance service is provided and billed by a Long Distance Company selected by EZ Talk.
- B. Toll Calling Service will be blocked from collect calls, third number billed calls, 900 calls, and blocking to access to services with usage sensitive charges. Operator assist calls, directory assistance calls and directory assistance call completion will be blocked if blocking is available in the calling area.
- C. When Customer chooses Toll Calling Service, Customer will be contacted by the Long Distance Company Representative. Customer will be billed by the Long Distance Company for Toll Service and Customer will remit monthly payment to them. EZ Talk is not responsible for this service. Customer is contracted with the selected Long Distance Company.
- D. Toll Calling Service is an optional service in addition to Pre-Paid Local Service.
- E. Existing EZ Talk Customers choosing Toll Calling Service after Pre-Paid Local Service activation will be required to pay a one-time long distance block removal set-up fee. All Customers will be required to pay a recurring toll access charge each month to continue to have access to Toll Calling Service.

11.1.6 Billing and Collection of Charges

- A. All renewal payments for service are paid in advance and are due one month from the date of installation and on the expiration of each subsequent monthly period. The Company mails statements to each customer every monthly billing cycle indicating the renewal date and the amount that is due.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.7 Disconnection**

Pre-paid Local Service customers will not be subject to the Disconnection procedures as detailed in Section 4 of this tariff, but will be discontinued from service when:

- A. The Customer's service will be permanently disconnected without the Company incurring any liability upon nonpayment of any amounts owing to the Company eleven (11) days after customer's renewal date or twenty-one (21) days after initial activation due to nonpayment of remaining first months service. Service regulations are detailed in Section 11.1.2 (E).
- B. The Company may discontinue the furnishing of any and/or all service(s) to a Customer, immediately and without notice, without incurring any liability:
 - 1. If the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services.
 - 2. If the Company deems that such action is necessary to prevent abusive usage on call usage features or toll calls that are unblockable or not blocked.
 - 3. The Customer provides false information to the Company regarding the Customer's identity, address, payment of service(s) or use of services(s).
 - 4. Upon any governmental prohibition, or required alternation of the services to be provided or any violation of any applicable law or regulation;

11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE** (Cont'd)**11.1.7 Disconnection** (Cont'd)

5. If Company feels the Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
 - (a) Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this tariff; or
 - (b) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
 - (c) Any other fraudulent means or devices.
 6. Use of service in such a manner as to interfere with the service of other users.
 7. Use of service for unlawful purposes.
- C. The disconnection of service(s) by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished up to the time of disconnection.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.8 Cancellation of Service or Change in Application for Service**

Pre-paid Local Service customers will not be subject to the cancellation or change in application for service procedures as detailed in Section 4 of this tariff.

- A. If a Customer cancels an Order for service prior to the start of the ordering of the service or prior to any special constructions, no charges will be imposed except for those specified below:
1. Where, prior to cancellation by the Customer, the Company incurs any expenses by their payment center, in ordering the service, installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the cost the Company incurred plus twenty-five percent shall apply but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun shall apply.
 2. Where, after new service has been paid for by the customer but prior to the service being activated by the company, one-time service processing fee is non-refundable.
 3. The special charges described in this Tariff will be calculated and applied on a case-by-case basis.

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11. PRE-PAID TELEPHONE SERVICE**11.1 PRE-PAID LOCAL SERVICE (Cont'd)****11.1.8 Cancellation of Service or Change in Application for Service (Cont'd)**

- B. If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 4), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 11.1.2, all costs, fees and expenses incurred in connection with:
1. all non-recurring charges and service and/or feature processing fee's reasonably expended by Company to establish service to Customer, plus
 2. any disconnection, early cancellation or termination charge reasonable incurred and paid to third parties by Company on behalf of Customer, plus
 3. all Recurring Charges for the applicable notice period

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11. PRE-PAID TELEPHONE SERVICE**11.2 MAXIMUM RATES****11.2.1 Non-Recurring Charges**

	<u>Residence</u>	<u>Business</u>
Conversion Fee	\$50.00	\$100.00
Feature Processing Fee	\$20.00	\$35.56
Late Charge	\$8.60	\$12.90
Number Change	\$134.86	\$202.28
Repair Charge per every 15 Minutes	\$100.00	\$100.00
Returned Check Charge	\$25.00	\$25.00
Service Change Fee	\$41.58	\$62.36
Service Processing Fee	\$100.00	\$200.00
Toll Block Removal Charge	\$50.00	\$50.00
Transfer of Service	\$100.00	\$150.00
Trip Charge	\$130.00	\$130.00

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11. PRE-PAID TELEPHONE SERVICE**11.2 MAXIMUM RATES (Cont'd)****11.2.2 Recurring Charges**

	Monthly Charge Residential	Monthly Charge Business
Basic Local Line Charge	\$100.00	\$150.00

Feature	Monthly Charge Residential	Monthly Charge Business
Anonymous Call Rejection	\$25.00	\$50.00
Auto Redial	\$25.00	\$50.00
Busy Line Don't Answer	\$25.00	\$50.00
Call Blocker	\$25.00	\$50.00
Call Forwarding Variable	\$25.00	\$50.00
Caller I.D. Basic	\$25.00	\$50.00
Call Return	\$25.00	\$50.00
Call Waiting	\$25.00	\$50.00
Speed Calling	\$25.00	\$50.00
Three Way Calling	\$25.00	\$50.00
Toll Access Charge	\$25.00	\$50.00
Unpublished Number	\$25.00	\$50.00

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11. PRE-PAID TELEPHONE SERVICE**11.3 CURRENT RATES****11.3.1 Non-Recurring Charges**

	<u>Residence</u>	<u>Business</u>
Conversion Fee	\$9.87	\$14.80
Feature Processing Fee	\$11.85	\$17.78
Late Charge	\$4.30	\$6.45
Number Change	\$67.43	\$101.14
Repair Charge per every 15 Minutes	\$50.00	\$50.00
Returned Check Charge	\$15.00	\$15.00
Service Change Fee	\$20.79	\$31.18
Service Processing Fee	\$46.81	\$70.21
Toll Block Removal Charge	\$25.00	\$25.00
Transfer of Service	\$67.43	\$101.14
Trip Charge	\$65.00	\$65.00

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11. PRE-PAID TELEPHONE SERVICE**11.3 CURRENT RATES (Cont'd)****11.3.2 Recurring Charges**

	Monthly Charge Residential	Monthly Charge Business
Basic Local Line Charge	\$41.85	\$62.78

Feature	Monthly Charge Residential	Monthly Charge Business
Anonymous Call Rejection	\$4.17	\$6.26
Auto Redial	\$4.79	\$7.18
Busy Line Don't Answer	\$4.17	\$6.26
Call Blocker	\$4.17	\$6.26
Call Forwarding Variable	\$3.67	\$5.50
Caller I.D. Basic	\$8.14	\$12.21
Call Return	\$4.04	\$6.05
Call Waiting	\$6.84	\$10.26
Speed Calling	\$4.17	\$6.26
Three Way Calling	\$4.79	\$7.18
Toll Access Charge	\$4.99	\$4.99
Unpublished Number	\$2.60	\$3.90

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12. DIGITAL LOOP SERVICE

ORIGINAL**12.1 DIGITAL LOOP SERVICE (SERVICE OFFERING TO BE DETERMINED)****12.1.1 General**

1. Digital Loop Service is a non-switched private line facility consisting of two loops that connect within the same serving wire center.
2. The two loops are connected by the Company at it's serving wire center to provide a complete Customer premise to premise transmission path.
3. Loops are furnished on a two-wire or four-wire basis over non-loaded metallic cable facilities.
4. Loops are designed for the transmission of digital signals.
5. Digital loop service requires the Customer to obtain premise equipment compatible with the digital loop service.
6. Provision of digital loop service is dependent upon facilities available.
7. The Company will determine availability and suitability of facilities to provision Digital Loop Service.
8. Digital Loop Service is only available where the Customer's location is within the provisioning parameters of the service. Consultation will be held with the Customer prior to ordering of service to determine feasibility.
9. Suitable facilities are determined by the physical route of the loops and not the distance from customer locations.
10. In general, the sum of individual loop lengths cannot exceed a distance of approximately 18,000 feet.
11. Digital Loop Service is only used for symmetrical transmissions, meaning the send and receive directions of transmission have the same data signaling rate.
12. Digital Loop Service may be configured as either two-wire or four-wire service. Customer premise equipment must have the appropriate interface for the configuration.
13. Interconnection of Digital Loop Service is point-to-point. Point-to-multi point service is not supported by the Company.
14. Minimum service interval for Digital Loop Service is six months.
15. The Customer is responsible for payment of premise visit charge if the Company is dispatched to the Customer premise on a trouble call and the service difficulty is found to be caused by the Customer equipment.

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12. DIGITAL LOOP SERVICE

ORIGINAL

12.1 DIGITAL LOOP SERVICE (Cont'd) (SERVICE OFFERING TO BE DETERMINED)

12.1.2 Responsibility of the Customer

1. The Customer is responsible for the terminating equipment at the Customer premise and the operation of the equipment with current digital loop standards.
2. The Customer is responsible for any necessary installation and maintenance of Customer premise equipment.

12.1.3 Responsibility of the Company

1. The Company is responsible for furnishing loop facilities suitable for Digital Loop Service.
2. The Company is not responsible for the installation on on-going operation or maintenance of terminal equipment at the Customer premise.
3. The Company will provide acceptance testing with the Customer at the time of service installation.

12.1.4 Application of Rates

1. Digital Loop Service will be charged on a monthly recurring rate basis determined by service configuration of two-wire or four-wire facilities.
2. Digital Loop Service will be charged based on the number of loops provided. (This is dependent upon Customer being collocated in a Central Office where the service is provided.)
3. Non-recurring charges will apply per loop installed.

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12. DIGITAL LOOP SERVICE

ORIGINAL

12.2 RATES (Reserved for Future Use)

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